

## Message Text

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53

ACTION EB-07

INFO OCT-01 AF-06 ARA-10 EUR-12 EA-09 NEA-10 ISO-00 OC-05

CCO-00 /060 W

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R 180621Z SEP 75

FM AMEMBASSY SEOUL

TO SECSTATE WASHDC 2867

INFO USDOC WASHDC

AMEMBASSY ABIDJAN

AMEMBASSY BONN

AMEMBASSY CANBERRA

AMEMBASSY PARIS

AMEMBASSY LONDON

AMEMBASSY STOCKHOLM

AMEMBASSY TAIPEI

AMEMBASSY TEHRAN

AMEMBASSY TOKYO

AMCONSUL ISTANBUL

AMCONSUL RIO DE JANEIRO

AMEMBASSY ANKARA

UNCLAS SEOUL 7296

E.O. 11652: N/A

TAGS: BGEN, BFOL, AS

SUBJECT: DIRECT COMMUNICATION BETWEEN FOREIGN SERVICE POSTS  
AND COMMERCE DEPARTMENT DISTRICT OFFICES

REF: STATE 202051

1. WE VISUALIZE ONLY LIMITED OPPORTUNITIES FOR IMPROVED SERVICE UNDER PRESENT OPERATING PROCEDURES AND CONSTRAINTS BUT NEVERTHELESS SUPPORT THE DIRECT COMMUNICATION APPROACH. QUESTIONS POSED IN BONN 14389 ARE PARTICULARLY GERMANE. DO DISTRICT OFFICES HAVE TELEX TERMINALS? ARE THEY PRESENTLY LINKED DIRECTLY THROUGH STATE/COMMERCE TELECOMMUNICATIONS FACILITIES? ARE THEY STAFFED TO HANDLE PROBABLE INCREASED WORK LOAD? WE SEE PARTICULAR BENEFIT IN THREE OPERATIONAL AREAS--BUSINESS VISITORS, ADS, AND COMMERCIAL INQUIRIES.  
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2. BUSINESS VISITORS: KOREAN BUSINESSMEN UNFORTUNATELY TEND TO ASK FOR ASSISTANCE LATE THE GAME. OUR ABILITY TO COMMUNICATE DIRECTLY WITH DISTRICT OFFICES WOULD BE MOST HELPFUL. CONVERSELY, WE WOULD LIKE TO ENCOURAGE U.S. BUSINESSMEN TO USE EMBASSY COMMER-

CIAL SECTION MORE, PARTICULARLY OUR REPPIND SERVICE. WE ARE PREPARED TO START MAKING APPOINTMENTS FOR AMERICAN BUSINESSMEN UPON RECEIPT OF CONFIRMED RPT CONFIRMED ITINERARIES FROM DISTRICT OFFICE.

3. ADS: CAN AND SHOULD BE HANDLED DIRECTLY AND TELEGRAPHICALLY IN BOTH DIRECTIONS.

4. COMMERCIAL INQUIRIES: WE ARE INTRIGUED BY STATEMENT IN STOCKHOLM'S 4471 REGARDING REFERRAL ALL DIRECT INQUIRES TO DISTRICT OFFICE. OVER THE YEARS, PROPER HANDLING OF COMMERCIAL INQUIRIES HAS BEEN BONE OF CONTENTION. WE ALL ARE SHUFFLING TOO MUCH PAPER IN HANDLING ROUTINE RESPONSES. ARE WE PREPARED TO MAKE A QUANTUM LEAP BY NOW SENDING TELEGRAMS TO DISTRICT OFFICE IN THOSE CASES WHERE LETTER OF REFERRAL IS JUSTIFIED? SERIOUS LETTER INQUIRIES WOULD STILL BE HANDLED BY LETTER WITH SUGGESTED CONTACTS, BRIEF MARKETING INFORMATION, ETC, AS APPROPRIATE. WE WOULD BE WILLING TO ANSWER TELEGRAPHIC INQUIRIES FROM DISTRICT OFFICE ON A TEST GBASIS TO SEE HOW WORKLOAD DEVELOPS.

5. TRADE COMPLAINTS SHOULD NOT BE THE SUBJECT OF DIRECT COMMUNICATIONS EXCEPT TO EXPEDITE MATTERS ARISING DURING POST HANDLING. RATHER THEY NEED TO BE CLEARED BY COMMERCE TO ESTABLISH WHETHER THEY ARE SUFFICIENTLY SERIOUS TO WARRANT OUR INTERVENTION.  
SNEIDER

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**Concepts:** n/a  
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ABIDJAN  
BONN  
CANBERRA  
PARIS  
LONDON

STOCKHOLM  
TAIPEI  
TEHRAN  
TOKYO  
ISTANBUL  
RIO DE JANEIRO  
ANKARA

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